RECIS Customer Survey FY03

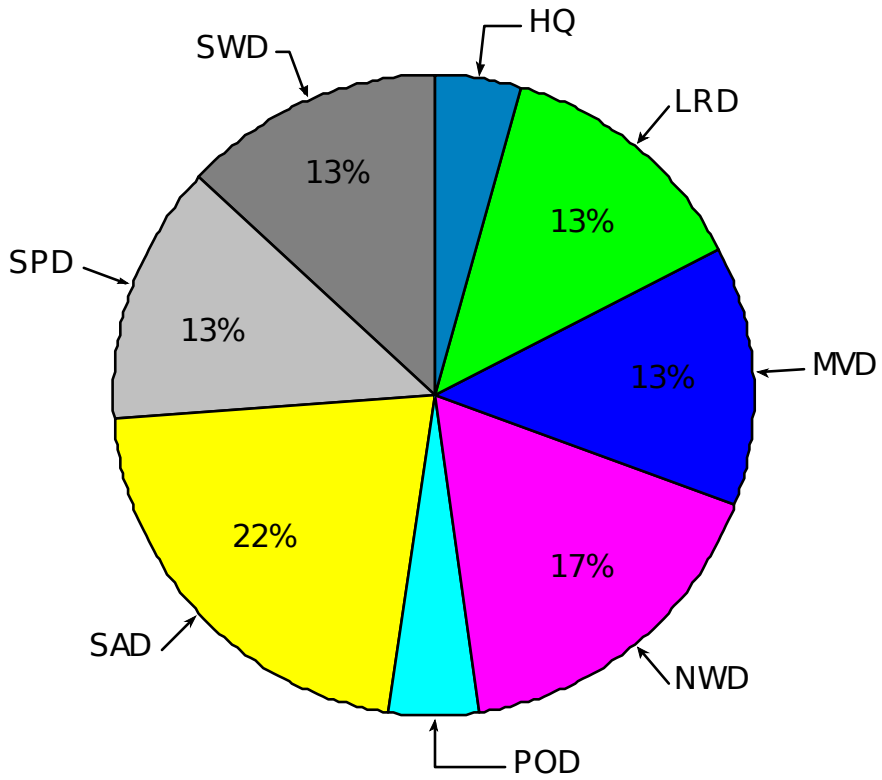
Prepared by U.S. Army Engineer District, Mobile

24 May 2004

RECIS Customer Survey FY03

- Sample Size = 23
  - Estimated Population of Customers = 66
  - Estimated Return Rate = 35%
- 17 Districts Represented + HQ
- All Divisions Represented except NAD

RECIS Customer Survey FY03

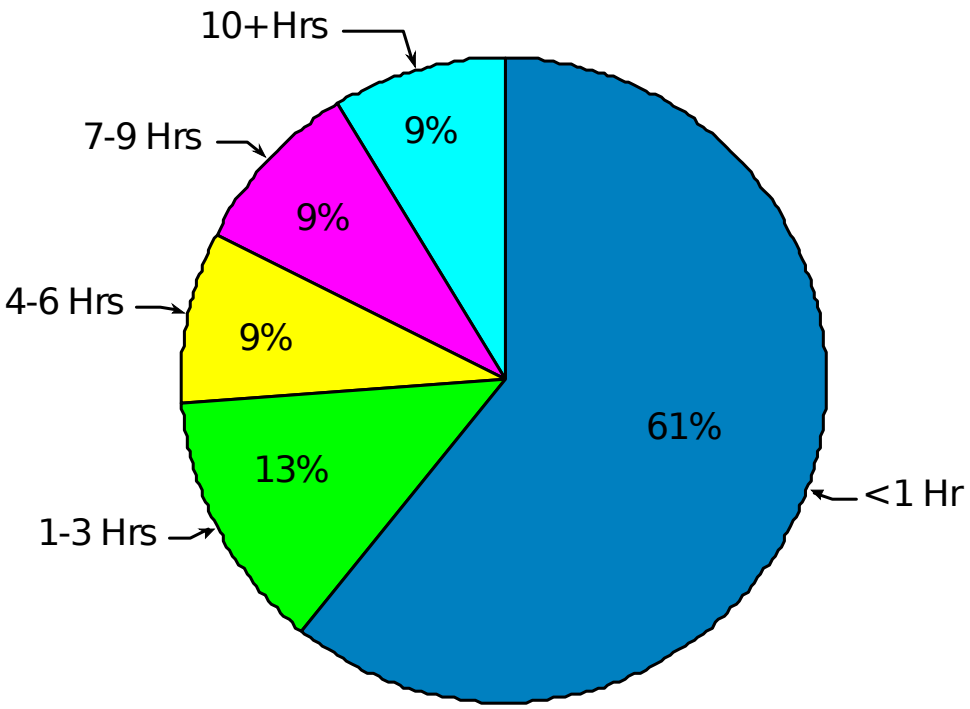


DIV	#	%
HQ	1	4.3
LRD	3	13.0
MVD	3	13.0
NWD	4	17.4
POD	1	4.3
SAD	5	21.7
SPD	3	13.0
SWD	3	13.0
Total	23	100.0

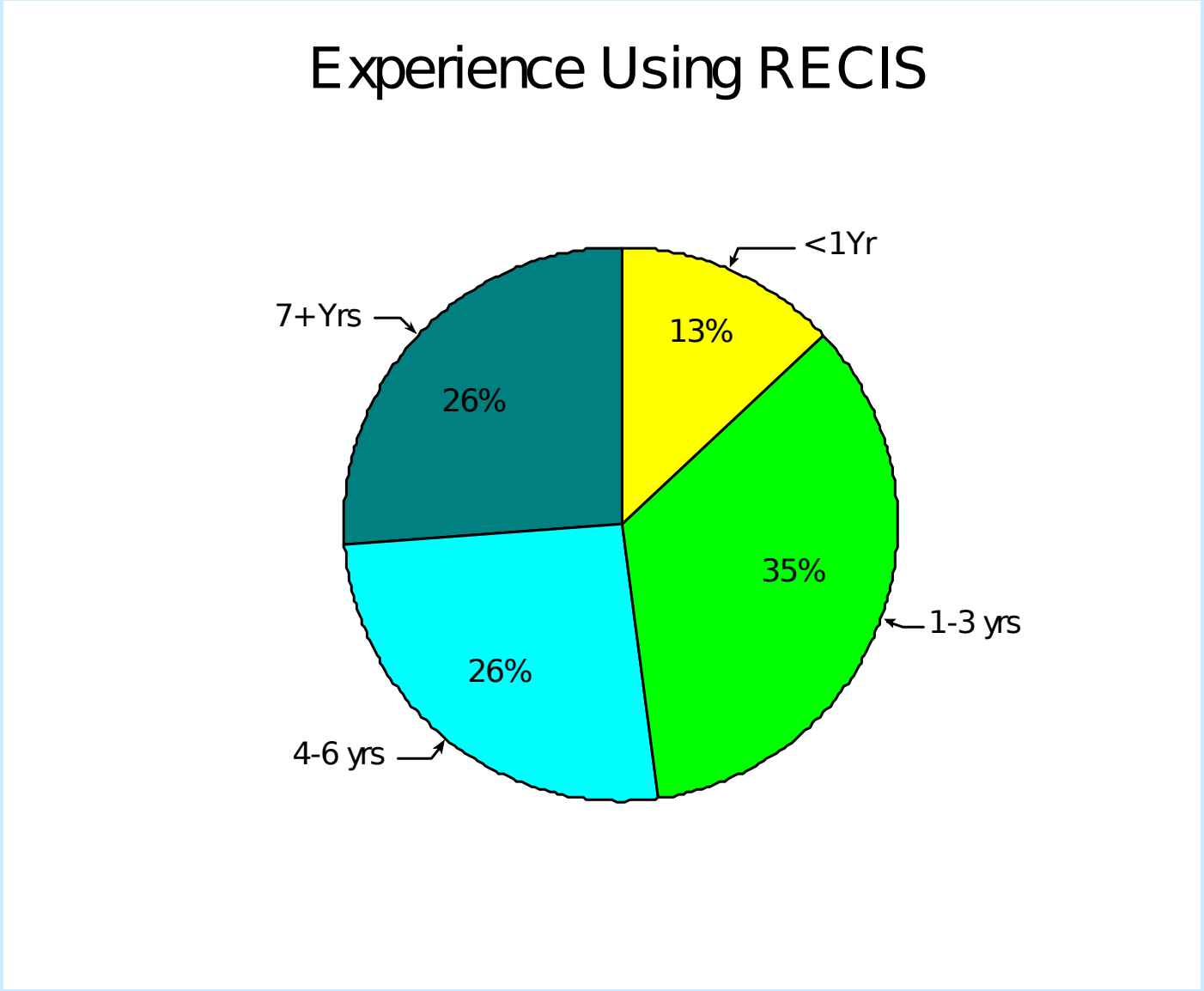
RECIS Customer Survey FY03

- Customer Usage
  - 61% Use RECIS < 1 hr/wk
  - 13% Use RECIS 1-3 hrs/wk
  - 26% Use RECIS 4 or more hrs/week
- Experience Using RECIS
  - 35% Have Used RECIS 1-3 Yrs
  - 26% Use RECIS 4-6 & > 7 Yrs each
- Grade Level
  - 39% GS 5-7
  - 44% GS 9-11

RECIS Customer Survey FY03



RECIS Customer Survey FY03



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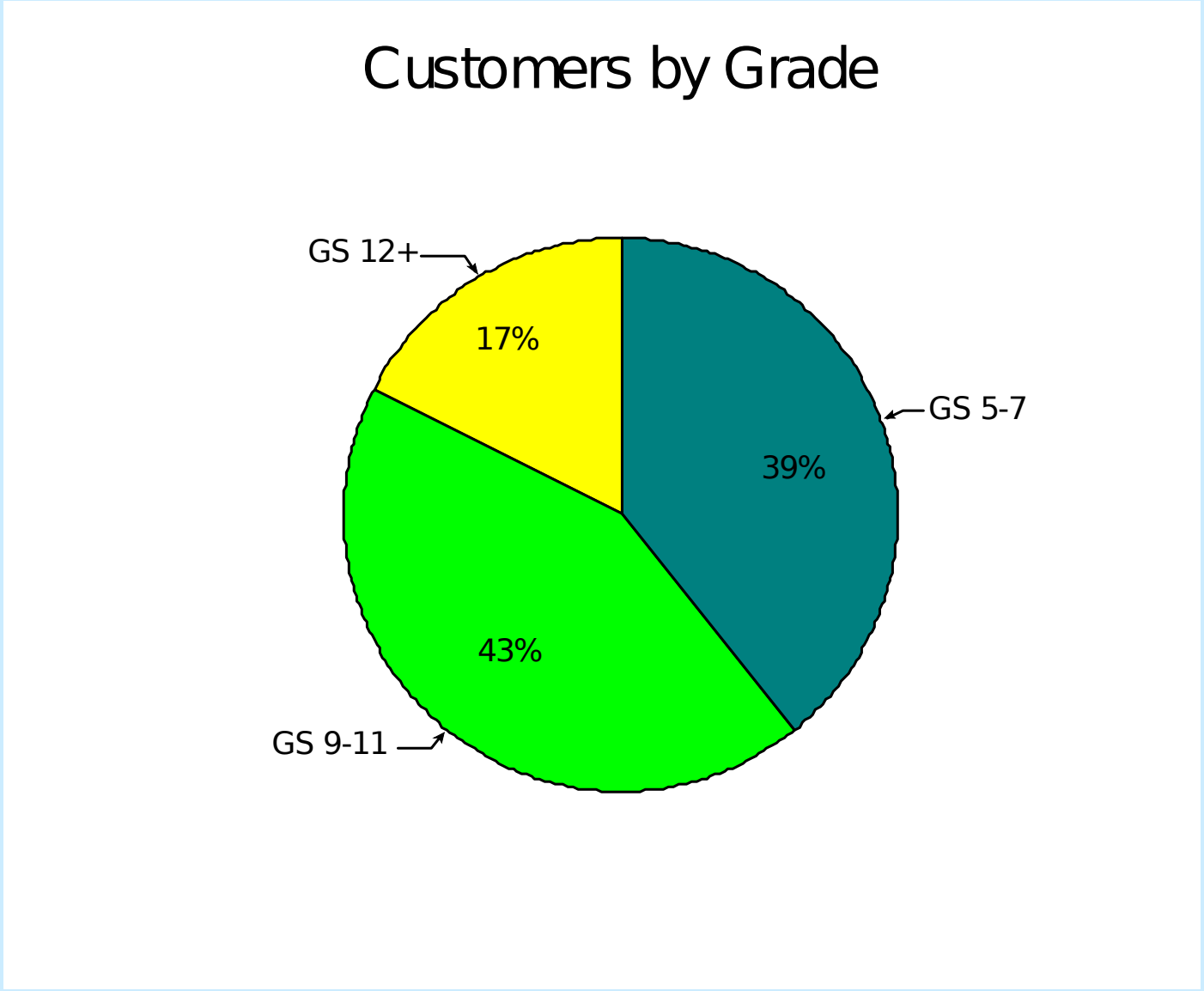

RECIS Customer Survey FY03

- RECIS Reports Used
  - Mgmt/Disposal Reports: 15 Customers (65%)
  - Planning/Control Reports: 10 Customers (44%)
  - Acquisition Reports: 10 Customers (44%)
- Number of Reports Used
  - 1 Report: 30%
  - 0, 2, or 3 Reports: 17% each

RECIS Customer Survey FY03

Reports Used	#	%
Mgmt/Disposal Reports	15	65.2
Plan/Control Reports	10	43.5
Acquisition Reports	10	43.5
Appraisal Reports	5	21.7
RAP Reports	1	4.3
BRAC Reports	3	13.0

RECIS Customer Survey FY03
Satisfaction Ratings

- Items rated on scale of 1-5
  - 1=Very Low; 2=Low; 3=Mid-range / Non-committal; 4=High; 5=Very High

- For following discussion ratings of 1 & 2 reported as ‘Low Ratings’ and ratings of 4 & 5 reported as ‘High Ratings’

RECIS Customer Survey FY03 Satisfaction Ratings

- RECIS Survey Assesses:
  - 12 RECIS Program Features (S1-11, S16)
  - 3 Technical Support Items (S13-15)
  - 1 ‘Impact to Work’ Item (S12)
  - Overall Satisfaction (S17)

RECIS Customer Survey FY03

- Highest Rated RECIS Feature
  - ‘Data Fields Adequately Identified’: 61% High Ratings
- Lowest Rated Feature
  - ‘RAP Reports’: 40% Low Ratings

RECIS Customer Survey FY03

- Impact on Work (Value of RECIS)
  - Increased Efficiency
    - 25% High Ratings
    - 15% Low Ratings
    - 60% Non-committal Ratings

RECIS Customer Survey FY03

- Technical Support
  - Accessibility of Hotline Service
    - 50% Positive Ratings
    - 17% Negative
  - Hotline Resolution of Problems
    - 50% Positive Ratings
    - 20% Negative

RECIS Customer Survey FY03

- Technical Support cont’
  - Technical Knowledge of Hotline Staff
    - 64% High Ratings
    - 9% Low Ratings

RECIS Customer Survey FY03
Overall Customer Satisfaction

- Bottom Line Indicator of Customer Satisfaction
- 35% High Ratings
- 22% Low Ratings
- Largest Majority are Non-committal (44%)
    - A critical subgroup that may migrate to positive/negative depending on future experience using RECIS

RECIS Customer Survey FY03
RECIS Features

	Low		Mid-range		High		Total	
RECIS Features	#	%	#	%	#	%	#	%
1. Data Fields	0	0.0	9	39.1	14	60.9	23	100.0
2. Menus	3	13.0	9	39.1	11	47.8	23	100.0
3. Screen Layout	4	18.2	10	45.5	8	36.4	22	100.0
4. Mgmt/Disp Reports	5	27.8	5	27.8	8	44.4	18	100.0
5. Plan/Ctrl Reports	2	16.7	5	41.7	5	41.7	12	100.0
6. Acquis Reports	4	28.6	5	35.7	5	35.7	14	100.0
7. Apprais Reports	1	12.5	5	62.5	2	25.0	8	100.0
8. RAP Reports	4	40.0	1	10.0	5	50.0	10	100.0
9. BRAC Reports	2	14.3	5	35.7	7	50.0	14	100.0
10. Detailed Data	7	33.3	7	33.3	7	33.3	21	100.0
11. Aggregate Data	6	31.6	8	42.1	5	26.3	19	100.0
16. User Friendly	5	21.7	10	43.5	8	34.8	23	100.0
17. Overall Satisfaction	5	21.7	10	43.5	8	34.8	23	100.0

RECIS Customer Survey FY03
Impact to Work

Impact to Work	Low		Mid-range		High		Total	
12. Increased Efficiency	3	15.0	12	60.0	5	25.0	20	100.0

RECIS Customer Survey FY03
Technical Support

Technical Support	Low		Mid-range		High		Total	
13. Access' of Hotline	2	16.7	4	33.3	6	50.0	12	100.0
14 Hotline Resolution	2	20.0	3	30.0	5	50.0	10	100.0
15. Hotline Staff	1	9.1	3	27.3	7	63.6	11	100.0

RECIS Customer Survey FY03
Customer Comments

- 7 Customers Provided Comments
  - All 7 customers suggested Changes to RECIS
  - 5 of these also submitted Complaints about RECIS Features

RECIS Customer Survey FY03
Complete Text of Customer Comments

- **Rec#, District, Usage, Experience, Options Used**
  - Comments & Recommended Changes
- **951, SWT, 4-6 Hr, 1-3 Yr, MgmtDisp**
  - It would be helpful to access both RECIS and Cefms at the same time without exiting from either program, the drop down menu is near impossible to use.

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- **945, NWO, less than 1 Hr, 7 plus Yr, MgmtDisp, PlanCtrl, Acquis, Apprais, BRAC**
  - The only comment I have is that I don't understand how RECIS totals up the (outgrants) rental collected in a fiscal year. Actually I think it's a question - does RECIS add in the rental for term payments of rental amounts collected in the previous years? If so, it is my option that it should add in only term payments for the current FY. I'm the System Administrator for REMIS - I only use RECIS for the reports and the documentation. Thanks for asking.

Comments cont’

- **954, HQ, less than 1 Hr, 4-6 Yr**
  - Data is often not entered in a timely fashion.
    Data is often not consistently entered (data definition problems.)
    Data roll-ups should relate to program metrics.
    Name optional but e-mail address required? Huh?

- **937, SAM, less than 1 Hr, 1-3 Yr, MgmtDisp, PlanCtrl, Acquis,**
  - We generally only use RECIS when we're asked for something specific - and it seems the summary is always too general, and the detail is too specific. It seems you can never find what you need without having to run a report and then spend an hour subtracting out the info you don't need. Plus, there's no totals., We need to be able to ask for certain things without having to pick one report or another. A little maneuverability would be a good thing.

Comments cont’

- **948, LRH, 1-3 Hr, 1-3 Yr, MgmtDisp, Apprais**
  - My only problem with RECIS is the length of time it takes for different screens to come up. I realize, though, that on a network this wait time is inevitable., One change that has been made to RECIS that is annoying, in my opinion, is that if you use the back arrow, the information is erased that you were querying on. Plus, a page comes up that says the information has expired. Also, I put appraisal work into RECIS, and I don't like the new feature that makes you go to the land tab, then you have to create. If you go to the land tab, you have information to put there, so it would be easier if the screen just came up to enter that data in without having to add another step of creating.
- **957, SAM, 10 plus Hr, 7 plus Yr, MgmtDisp, PlanCtrl**
  - Train users to improve efficiency. Include more "data specific" reports.

Comments cont’

- **941, SAD, less than 1 Hr, 7 plus Yr, MgmtDisp, PlanCtrl, Acquis, , BRAC**
  - I find that I use RECIS to analyze to do my QA reports and for data calls. Trouble is the fields are limited and I wish there were more fields to choose from. I would like reports to include more data fields like adm fees, revenue per FY, 1032 report. If all screen fields were included it might help me.

RECIS Customer Survey FY03
Ratings Details

	Very Low		Low		Mid-range		High		Very High		Total	
Item	#	%	#	%	#	%	#	%	#	%	#	%
1. Data Fields	0	0.0	0	0.0	9	39.1	8	34.8	6	26.1	23	100.0
2. Menus	2	8.7	1	4.3	9	39.1	6	26.1	5	21.7	23	100.0
3. Screen Layout	2	9.1	2	9.1	10	45.5	5	22.7	3	13.6	22	100.0
4. Mgmt/Disp Reports	0	0.0	5	27.8	5	27.8	6	33.3	2	11.1	18	100.0
5. Plan/Ctrl Reports	0	0.0	2	16.7	5	41.7	2	16.7	3	25.0	12	100.0
6. Acquis Reports	1	7.1	3	21.4	5	35.7	3	21.4	2	14.3	14	100.0
7. Apprais Reports	0	0.0	1	12.5	5	62.5	1	12.5	1	12.5	8	100.0
8. RAP Reports	0	0.0	0	0.0	4	80.0	1	20.0	0	0.0	5	100.0
9. BRAC Reports	1	14.3	1	14.3	5	71.4	0	0.0	0	0.0	7	100.0
10. Detailed Data	1	4.8	6	28.6	7	33.3	5	23.8	2	9.5	21	100.0
11. Aggregate Data	1	5.3	5	26.3	8	42.1	3	15.8	2	10.5	19	100.0
12. Increased Efficiency	1	5.0	2	10.0	12	60.0	4	20.0	1	5.0	20	100.0
13. Access' of Hotline	1	8.3	1	8.3	4	33.3	2	16.7	4	33.3	12	100.0
14 Hotline Resolution	0	0.0	2	20.0	3	30.0	3	30.0	2	20.0	10	100.0
15. Hotline Staff	0	0.0	1	9.1	3	27.3	3	27.3	4	36.4	11	100.0
16. User Friendly	0	0.0	5	21.7	10	43.5	5	21.7	3	13.0	23	100.0
17. Overall Satisfaction	0	0.0	5	21.7	10	43.5	6	26.1	2	8.7	23	100.0